

**SKILLS FRAMEWORK FOR ENVIRONMENTAL SERVICES  
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

<b>TSC Category</b>	Technology Management					
<b>TSC</b>	Knowledge Management					
<b>TSC Description</b>	Develop and adopt knowledge management system to ensure that all systems supporting knowledge management work in an integrated fashion and are appropriately supported, analysed and developed to guarantee a high and continuing level of efficiency benefit to the organisation.					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
			<b>EVS-TEM-3003-1.1</b>	<b>EVS-TEM-4003-1.1</b>	<b>EVS-TEM-5003-1.1</b>	
			Support the implementation and maintenance of the knowledge management technology	Enable the implementation and oversee the maintenance of the knowledge management technology	Provide strategic direction for the adoption of knowledge management technology to facilitate data analytics solutions	
<b>Knowledge</b>			<ul style="list-style-type: none"> <li>• Method in maintaining knowledge management technology</li> <li>• Creative thought process for knowledge management</li> <li>• Components of knowledge management technology</li> <li>• Importance of information usage to the organisation</li> <li>• Knowledge management process</li> </ul>	<ul style="list-style-type: none"> <li>• Techniques in evaluating infrastructural requirements</li> <li>• Components of knowledge management technology</li> <li>• Principles and applications of information confidentiality</li> <li>• Methods to gather user feedback</li> <li>• Management procedures to ensure technology usability</li> <li>• Knowledge management process</li> </ul>	<ul style="list-style-type: none"> <li>• Relevant organisation procedures</li> <li>• Types of knowledge management technologies</li> <li>• Objectives and components of knowledge management technology</li> <li>• Knowledge management strategies and policies</li> <li>• Strengths and Limitation for knowledge management technology</li> <li>• Evaluation criteria of knowledge management technology</li> <li>• Components for knowledge management practice in the organisation</li> <li>• Knowledge management process</li> </ul>	

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<p><b>Abilities</b></p>			<ul style="list-style-type: none"> <li>• Maintain the running of the knowledge management technology</li> <li>• Analyse areas for potential implementation of knowledge management technology</li> <li>• Implement integration processes to ensure smooth operation</li> <li>• Refine system processes based on end-user inputs</li> </ul>	<ul style="list-style-type: none"> <li>• Recommend organisational information required to integrate into knowledge management technology</li> <li>• Review infrastructure requirements and procurement to set up the knowledge management technology</li> <li>• Inspect the maintenance of the knowledge management technology to ensure smooth operation</li> </ul>	<ul style="list-style-type: none"> <li>• Identify suitable knowledge management technology for the organisation</li> <li>• Determine organisational information required to integrate into knowledge management technology</li> <li>• Formulate strategies to ensure effective integration of knowledge management technology for value creation</li> <li>• Lead engagement with senior management for buy-in to adopt end-to-end knowledge management technology</li> <li>• Evaluate the effectiveness of the knowledge management technology in accordance with organisation objectives</li> </ul>	
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